VidCom Communications Ltd Rental Equipment Catalogue

January 2014

VidCom has an extensive inventory of rental equipment for your production & post-production needs. VidCom specializes in video streaming equipment, as well as NewTek TriCaster live-production switchers and 3Play live-action replay systems. We also have high-capacity shared data storage servers, LTO tape archiving appliances, video switchers, digital video recorders, cameras & support gear, lighting, monitors, test & measurement equipment, signal converters, and more.

VidCom specializes in solution rentals. Our knowledgeable staff can help you determine the right solution for your needs, and we can provide you with customized turn-key rental packages to fit your budget. VidCom can provide pre-configuration of equipment, on-site installation and training. If you are renting a variety of equipment, we can arrange discount pricing on custom rental packages. We also provide outstanding customer support during your rental.

VidCom can ship rental equipment across North America and internationally. Our staff will be happy to help arrange shipping of your rental equipment to wherever you need it, across the continent or around the world.

Don't See What You Need?

If you are looking for something that is not in our catalogue, contact us to let us know what your needs are. We may be able to arrange rentals of other products from our suppliers if your requirements meet certain conditions. Call or email us to discuss your needs.

VidCom Communications Ltd
#100—77 West 8th Ave
Vancouver BC V5Y 1M8
Ph: 604-732-9711
rentals@vidcom.ca

Prices effective Jan 1, 2014 and subject to change without notice. Prices listed in Canadian dollars and subject to taxes where applicable. See our Rental Policies (page 13) for details.

Contents

Visit our website at www.vidcom.ca/rentals

Live Production & Web Streaming

TriCaster 460 Production Switcher
- TriCaster is a complete live production studio in a single robust and easy to use box
- Combine HD/SD SDI, component, Y/C, and composite inputs with up/down conversion

- 14-channel switcher with live keying, DVE scaling & positioning, 4 mix/effects buses and 2 down-stream keys give you the ability to build rich multi-source video layering effects
- 2-channel playback DDR, program out recording, and 4-source ISO recording
- Network input sources let you use video from other PCs or Apple AirPlay devices via LAN connection
- Internal character generator and virtual set creator—all you need is a green screen!
- Integrated live web-streaming lets you broadcast to the internet without additional hardware
- Turn-key packaged with professional control panel & monitor in a rugged portable flight case

TriCaster 40 Production Switcher
- With a lower cost but many of the same powerful features as the TriCaster 455, a TriCaster 40 can make your lower budget live productions look amazing!
- HD/SD component, Y/C & composite inputs and outputs, for those who do not need SDI
- Program out recording and live web-streaming
- Network inputs, live keying, virtual sets, virtual inputs, DVE scaling and positioning
- Turn-key packaged with professional control panel & monitor in a rugged portable flight case

3Play 425 Live Replay System
- Network-quality replay production in native HD.
- 4 HD-SDI and composite inputs, 2 independent outputs.
- Compact, 2 rack unit design
- Includes control unit with T-bar, speed pre-sets and jog wheel
- Great for live sports events

Don't See What You Want?
Planning a more complicated project? Want to rent a higher model NewTek product? VidCom is a NewTek Elite Partner, and our stock is often updated. We have access to the **TriCaster 860 & 8000** models, and the **3Play 4800**. Contact us for availability & pricing!

We can also supply full live-production packages with TriCasters, cameras, tripods, lights, and more. Contact us for a quote!

ELITE PARTNER

Prices are subject to change without notice, please contact us for a quote

Live Production & Web Streaming

digital rapids®

StreamZHD High Definition Streaming Server
- Multi-format video ingest, encoding, transcoding and live streaming
- HD/SD SDI input
- Dual stream models available, stream 2 sources to 2 destinations

StreamZ Live Streaming Server
- Ingest/encode to files or live streams, transcode existing media files
- Simultaneous output to multiple formats, bitrates and resolutions

TouchStream Web SDI Streaming Appliance
- SD SDI compact streaming appliance, ideal for live production & field use
- Touch-screen interface saves space; no monitor, mouse or keyboard required

Setup Support
VidCom can provide extensive setup support for all streaming hardware. We can set up your encoding, streaming and other configuration parameters, and ship you a turn-key unit that's ready to use. Contact us for a quote!

Panasonic

AG-HMX100P Video Switcher/Mixer
- HD-SDI video switcher with 3D capability
- 9 video and 12 audio inputs
- Integrated audio mixer, audio follows video on cuts & effects
- Built-in digital effects, keying & down-stream keying
- SDI, HDMI, DVI, composite and XLR inputs

Live Production & Web Streaming	Daily	Weekend	Four-day	Weekly
Digital Rapids StreamZ Live encoder	$550.00	$825.00	$1650.00	$2200.00
Digital Rapids StreamZHD encoder	$700.00	$1050.00	$2100.00	$2800.00
Digital Rapids TouchStream Web SDI encoder	$350.00	$525.00	$1050.00	$1400.00
NewTek 3Play425 recorder/slow-mo player	$600.00	$900.00	$1800.00	$2400.00
NewTek TriCaster 40 video switcher/mixer	$300.00	$450.00	$900.00	$1200.00
NewTek TriCaster 460 or 455 video switcher/mixer	$700.00	$1050.00	$2100.00	$2800.00
Panasonic AG-HMX100P video switcher/mixer	$250.00	$375.00	$750.00	$1000.00

Need it longer? Contact us for monthly or longer term pricing on any Live Production & Web Streaming product.

Prices are subject to change without notice, please contact us for a quote

Data Storage & Archiving

FACILIS TECHNOLOGY

TerraBlock 24D

- Shared storage system for post-production workflows
- 48TB RAID provides massive shared storage capacity
- Simultaneous multi-platform access from Mac, PC or Linux work-stations with no additional software or licensing required!
- Easy integration with Avid, Final Cut Pro and Premiere projects

- Connect via 8/16Gb Fibre or 1/10Gb Ethernet with multiple methods of connectivity
- High bandwidth provides throughput for shared access for HD to 2K formats, and single-user 4K throughput
- System management tools for volume assignment, user management and data protection

CACHE-A ARCHIVE APPLIANCES

Pro-Cache5

- LTO-5 LTFS archiving, for up to 3TB (compressed) of data per tape.
- USB/SAS/eSATA/1GB Ethernet connectivity.
- Easy-to-use browser-based interface
- Archive & read LTFS or Cache-A TAR formats
- Ingest from LTO for post, deliver to networks or other companies, and archive for insurance purposes

GLYPH PRODUCTION TECHNOLOGIES

GT 062e

- Production quality external 1.5 or 3TB RAID drives
- Connect via eSATA, FireWire or USB 2.0
- Cool & quiet with internal fan and efficient airflow design
- Built-in health management features to warn of any issues that could affect data
- Includes rugged field carry case for productions on the go

Data Storage & Archiving	Daily	Weekend	Four-day	Weekly
Cache-A Pro-Cache5	$225.00	$337.50	$675.00	$900.00
Glyph GT062e 1.5 TB	$25.00	$37.50	$75.00	$100.00
Glyph GT062e 3.0 TB	$40.00	$60.00	$120.00	$160.00
Facilis TerraBlock 24D	- -	- -	- -	$1500.00
Need it longer? Contact us for monthly or longer term pricing on any Storage & Archiving product.				

Recording Devices

Ki Pro

- Portable file-based HD/SD recorder and player
- Records 10-bit 4:2:2 ProRes files
- Up/down/cross convert SD, 720p, and 1080i signals
- SDI, Component, HDMI, XLR and RCA input and output
- Removable KiStor module connects directly to edit system by FireWire

Ki Pro Mini

- Mini form-factor HD/SD recorder and player
- Many of the same features as the Ki Pro, in a fraction of the size
- Record to Compact Flash (CF) cards, 2 slots available
- SDI and HDMI input and output, XLR audio in

HyperDeck Studio

- SSD based HD/SD recorder and player
- Records Uncompressed QuickTime, ProRes 422 or Avid DNxHD
- SDI and HDMI input and output
- Dual hot-swap SSD slots for continuous recording
- VTR controls, shuttle/jog wheel, LCD preview monitor

V1 HD

- HD/SD stereo recorder and player
- 4:2:2 Uncompressed HD Video, JPEG 2000
- Dual input - stereo 3D capable
- Slow motion playback, shuttle/jog wheel

Recording Devices	Daily	Weekend	Four-day	Weekly
AJA Ki Pro video recorder/player with 250GB drive	$200.00	$300.00	$600.00	$800.00
AJA Ki Pro Mini video recorder/player	$150.00	$225.00	$450.00	$600.00
Black Magic HyperDeck Studio	$75.00	$112.50	$225.00	$300.00
Doremi V1HD stereo video recorder/player	$400.00	$600.00	$1200.00	$1600.00
Panasonic AG-HPG20P P2 card recorder	$125.00	$187.50	$375.00	$500.00
Panasonic AJ-HD1400 DVCProHD VTR	$275.00	$412.50	$825.00	$1100.00
Panasonic AJ-HPM110P P2 HD mobile recorder/player	$250.00	$375.00	$750.00	$1000.00
Sony HVR1500A HDV/DV/DVCam VTR	$225.00	$337.50	$675.00	$900.00

Prices are subject to change without notice, please contact us for a quote

Capture & Conversion

IO XT Portable Video Capture Device

- Small and lightweight video capture, perfect for field or on-set use
- Thunderbolt connectivity to capture directly to Mac or PC
- Capture uncompressed HD and SD 4:2:2 and 4:4:4 capable video
- 3G/Dual Link/HD/SD-SDI and HDMI inputs
- HD/SD-SDI, HDMI and Component outputs for monitoring
- Up/down/cross conversion
- Balanced 8 channel output via DB25 port

IO Express Portable Video Capture Device

- Similar to IO XT, but with PCIe connectivity
- Single HD/SD-SDI and HDMI inputs
- Single analog audio output via RCA ports

FS2 Converter / Frame Synchronizer

- Dual-channel conversion and frame synchronizing
- Up/down/cross-conversion, aspect ratio conversion
- Dual SD/HD/3G SDI, Fibre, HDMI, Component & composite input & output
- AES/EBU, 16-ch. embedded, and 8-ch. balanced analog audio
- Control by front panel, web interface, RS-422, GPI

FS1 Converter / Frame Synchronizer

- Single channel version of FS2. Up/down convert SD & HD
- Simultaneous HD & SD output including 2x SDI, Component, Y/C, Composite

Mini-Converters

We have a wide variety of AJA and Blackmagic mini-converters available for signal conversion, up/down/ cross conversion, distribution amplification and more. Contact us for availability and pricing.

Capture & Conversion	Daily	Weekend	Four-day	Weekly
AJA IO XT Portable Video Capture Device	$75.00	$112.50	$225.00	$300.00
AJA IO Express Portable Video Capture Device	$50.00	$75.00	$150.00	$200.00
AJA FS2 Converter / Frame Synchronizer	$225.00	$337.50	$675.00	$900.00
AJA FS1 Converter / Frame Synchronizer	$175.00	$262.50	$525.00	$700.00
Mini-Converters	*Contact us for availability and pricing*			

Prices are subject to change without notice, please contact us for a quote

Cameras

Panasonic

AJ-HPX3700G

- P2 HD VariCam
- High-end HD camera-recorder for cinema and video production
- RGB 4:4:4 output, P-10Log Gamma
- Seven gamma modes including VariCam Film-Rec
- Variable frame rate from 1fps to 30fps
- Chromatic Aberration Compensation, Dynamic Range Stretch

Panasonic

AG-HPX170P

- P2 based HD Camcorder
- Small, lightweight professional camera
- DVCPro HD Recording up to 1080/60i, 720/60p, 480i, variable frame rates
- 1/3" progressive 3-CCD imager system, 4:2:2 sampling
- HD-SDI output for live production use
- Component, Composite, Firewire and USB connections

GoPro
Be a HERO.

Hero HD

- Versatile portable & wearable HD video camera
- 1080p/960p/720p, 30/60 fps recording
- Waterproof housing, various mounting options
- Great for extreme sports & small spaces

Cameras	Daily	Weekend	Four-day	Weekly
GoPro HD Hero w/waterproof housing and harness	$25.00	$38.00	$75.00	$100.00
Panasonic AG-AF100P camera body	$195.00	$292.50	$585.00	$780.00
Panasonic AG-DVX100B camcorder	$100.00	$150.00	$300.00	$400.00
Panasonic AG-HPX170P camcorder	$175.00	$262.50	$525.00	$700.00
Panasonic AG-HVX200P camcorder	$150.00	$225.00	$450.00	$600.00
Panasonic AJ-HDX900P camcorder	$295.00	$442.50	$885.00	$1180.00
Panasonic AJ-HPX3700G camera body	$595.00	$892.50	$1785.00	$2380.00

Complete camera packages available including cameras, lenses, tripods, & accessories. Contact us for a quote.

Prices are subject to change without notice, please contact us for a quote

Lenses, Tripods & Accessories

Canon

KJ 21ex7.6B IRSE Lens

- Multi-purpose Telephoto HD Lens
- 21x zoom with 2.0x extender
- 2/3" CCD, 16:9
- 7.6 - 160mm focal length, 15.2 - 320mm in 2.0x mode
- Chromatic Aberration Compensation

MILLER▶

Miller 483 Studio Tracker Dolly

- Turn your tripod into a studio dolly
- Cable guards keep cables out of the way
- Track Lock for straight line dollying
- Rotate dolly by engaging a single wheel

ZACUTO

Marksmen DSLR Mounting Kit

- Mount your DSLR video camera on your shoulder
- Customizable rig for run & gun shooting and indie production
- Features base-plate, shoulder mount, grip and more

Lenses, Tripods & Accessories	Daily	Weekend	Four-day	Weekly
Canon KJ 21ex7.6B IRSE camera lens	$300.00	$450.00	$900.00	$1200.00
Bebob FOXI-DVX-HD Focus/iris remote	$50.00	$75.00	$150.00	$200.00
Bebob ZOE-DVXL Zoom control	$50.00	$75.00	$150.00	$200.00
Bebob ZOE-ENG-8 Zoom control	$50.00	$75.00	$150.00	$200.00
Chrosziel SD412 Matte box kit	$65.00	$97.50	$195.00	$260.00
Miller 1744 Sprinter II Tripod w/Arrow 25 fluid head	$75.00	$112.50	$225.00	$300.00
Miller Cat 483 studio tracker dolly	$100.00	$150.00	$300.00	$400.00
Miller DS10 telescoping tripod w/DS10 fluid head	$50.00	$75.00	$150.00	$200.00
Zacuto Marksman DSLR mounting kit	$50.00	$75.00	$150.00	$200.00
Zacuto Follow Focus with whip	$35.00	$52.50	$105.00	$140.00

Prices are subject to change without notice, please contact us for a quote

Lighting & Sound

LEDZ Trio Lighting Kit
- All-purpose LED lighting kit for multiple applications
- Includes MiniPar, Brute 9, & Brute 16 lights
- Minipar has 3 interchangeable lenses for focus control
- 5500k colour temp, low power consumption, high output
- Hard Pelican carry case

Lowel Rifa eX Pro 44 Lighting Kit
- Ideal interview lighting kit
- Includes 250w Rifa 44 softlight, 1 250w Pro-light, two stands and gels
- Lightweight kit in a compact size with sturdy plastic carry case

Sennheiser Evolution G2 100 Wireless Microphone Kit
- Includes EK100G2 Receiver, SK100G2 Bodypack Transmitter
- 1400 tunable frequencies with 4 quick presets
- ME2 omni-directional lavalier mic
- SKP100G2 Plug-In Transmitter connects to any mic or XLR output source

Sound Devices SD442 4-channel audio field mixer
- 4 mic or line-level XLR inputs, line/tape/mic level output, LED level meter
- Powered by four AA batteries or external 5 - 18 VDC
- Provides Phantom or T-power to mics if needed
- Includes weatherproof harness

Lighting & Sound	Daily	Weekend	Four-day	Weekly
Audio Technica AT8410a Mic Shockmount & Boom Pole	$25.00	$37.50	$75.00	$100.00
LEDz Brute Trio Lighting Kit	$150.00	$225.00	$450.00	$600.00
Lowel Rifa eX Pro Lighting Kit	$50.00	$75.00	$150.00	$200.00
Panasonic AJ-MC700P Shotgun Mic 3-pin XLR	$25.00	$37.50	$75.00	$100.00
Panasonic AJ-MC900P Shotgun Mic 5-pin XLR	$35.00	$52.50	$105.00	$140.00
Sennheiser Evolution G2 100 Wireless Microphone Kit	$50.00	$75.00	$150.00	$200.00
Sound Devices SD442 4-Channel Audio Field Mixer	$40.00	$60.00	$120.00	$160.00
Videssence Shooter Fluorescent Lighting Kit	$75.00	$112.50	$225.00	$300.00

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Measurement & Monitors

LEADER

Leader LV 5330 Multi-SDI Test Monitor

- 6.5" Portable LCD Monitor with Anton Bauer Batter Mount
- 2 HD-SDI inputs, 1 SDI output
- Picture, waveform, vector, audio, and status screens
- Individual or multi-screen views
- Cinelite and Cinezone display modes

Leader LV 7330 Multi-HD/SDI Rasterizer

- 6.5" Portable LCD Monitor with Anton Bauer Batter Mount
- 2 HD-SDI inputs, 1 SDI output
- Picture, waveform, vector, audio, and status screens
- Individual or multi-screen views
- Cinelite and Cinezone display modes

Broadcast Video Monitors

Monitor your live or field production with professional broadcast quality monitors. We have a variety of Panasonic HD broadcast monitors ranging from 17" to 50" sizes, with SDI, Component, and composite inputs with pass-through outputs. DVI and Y/C inputs available on some models.
Rugged design to withstand field use. Features include safe-area markers, wave-form & vectorscope display, audio level metering, split-screen dual input view and more. Some models also feature DC power via 4-pin XLR for field cart use. Contact us for specifications and availability.

Measurement & Monitors	Daily	Weekend	Four-day	Weekly
Leader LV 5330 Multi-SDI Test Monitor	$200.00	$300.00	$600.00	$800.00
Leader LV 7330 Multi-HD/SDI Rasterizer	$250.00	$375.00	$750.00	$1000.00
Marshall V-LCD70XP 7" HDMI/Component Monitor	$75.00	$112.50	$225.00	$300.00
Panasonic BT-LH1760P 17" LCD Monitor	$150.00	$225.00	$450.00	$600.00
Panasonic BT-LH2550P 25.5" LCD Monitor w/DC power supply	$250.00	$375.00	$750.00	$1000.00
Panasonic BT-LH2600WP 26" LCD Monitor	$150.00	$225.00	$450.00	$600.00
Panasonic TH-50PF-11UK 50" Plasma Monitor	$200.00	$300.00	$600.00	$800.00

Need it longer? Contact us for monthly or longer term pricing on any Measurement & Monitoring product.

Colour Correction & Calibration

Cine-tal

Cine-tal Davio Monitor & Video Calibrator
- Display calibration, colour gamut mapping, output display emulation
- Reads look-up tables from CF card
- 3G HD-SDI, HDMI and DVI inputs and outputs

tangent

Tangent CP300 Wave Colour Grading Control Surface
- Professional control surface for fast colour grading
- Features trackballs, shuttle/jog wheels, multiple function buttons, LED display
- USB 2.0 connection
- Compatible with Resolve, Surface, Scratch, etc

Tangent CP200-BK Colour Grading Control Surface
- Professional control surface for fast colour grading
- Features trackballs, rotary dials, function buttons, LED display
- USB 2.0 connection
- Compatible with Resolve, Surface, Scratch, etc

Colour Correction & Calibration	Daily	Weekend	Four-day	Weekly
Cine-tal Davio Monitor & Video Calibrator	$150.00	$225.00	$450.00	$600.00
Tangent CP300 Wave Colour Grading Control Surface	$100.00	$150.00	$300.00	$400.00
Tangent CP200-BK Colour Grading Control Surface	$250.00	$375.00	$750.00	$1000.00

Need it longer? Contact us for monthly or longer term pricing on any Colour Correction & Calibration product.

Prices are subject to change without notice, please contact us for a quote

Miscellaneous Equipment

Batteries & Power	Daily	Weekend	Four-day	Weekly
Anton Bauer Dionic 90 Battery 6 amp	$25.00	$37.50	$75.00	$100.00
Anton Bauer 2722 Dual Batter Charger System	$25.00	$37.50	$75.00	$100.00
Panasonic CGA-D54 Battery 5400 mAh	$10.00	$15.00	$30.00	$40.00
Recording Media	**Daily**	**Weekend**	**Four-day**	**Weekly**
AJA Ki-Stor250 250GB Ki-Pro Storage Module w/Firewire	$50.00	$75.00	$150.00	$200.00
AJA Ki-Stor500 500GB Ki-Pro Storage Module w/Firewire	$75.00	$112.50	$225.00	$300.00
Panasonic AJ-P2CO32AG 32GB P2 Media Card	$25.00	$37.50	$75.00	$100.00
Panasonic AJ-P2CO64AG 64GB P2 Media Card	$35.00	$52.50	$105.00	$140.00
Panasonic AJ-PCD2G P2 USB2.0 Media Card Reader	$35.00	$52.50	$105.00	$140.00
SanDisk SDCFXP-064G 64GB Compact Flash Card UDMA6	$15.00	$22.50	$45.00	$60.00
Cables				
SDI Cables, 3 to 30 meter lengths (10 to 100 feet)				
XLR Cables, XLR splitters, XLR to 1/4" phono cables	*Contact us for availability and pricing*			
Component video cables 10 meters (30 feet)				

Don't See What You Need?

If you are looking for something that is not in our catalogue, contact us to let us know what your needs are. We may be able to arrange rentals of products from our suppliers if your requirements meet certain conditions. Call or email us to discuss your needs.

VidCom Communications Ltd is headquartered in Vancouver, BC, Canada. We are a leading systems integrator of high-end hardware and software, serving customers across North America and internationally. For over 30 years, VidCom has been providing expertise in the broadcast, video, film, streaming and graphics industries, enabling our customers to elevate their ability to deliver on their unique talents.

For sales, rentals, integration, training and support, contact VidCom Communications for all of your professional video needs.

Rental Policies

Prices, Currency and Taxes

Prices are listed in Canadian Dollars. Payment in other currencies will be subject to conversion at the rate of the day, plus any applicable conversion fees. Rentals to Canadian persons or companies are subject to Goods and Services Tax (GST.) Rentals to persons or companies or for use in British Columbia are also subject to the BC Provincial Sales Tax (PST.) Rentals outside of Canada are not subject to Canadian taxes, but may be subject to local taxes in your jurisdiction. Any such taxes outside of Canada are the responsibility of the Renter, and VidCom cannot be held liable for not charging or remitting said taxes on your behalf.

Prices are subject to change without prior notice. VidCom will make reasonable efforts to keep the latest prices available on our website, but any pricing in the catalogue may be revised. Contact us for current pricing and a firm quote for your needs.

VidCom will make reasonable efforts to meet our competitors' pricing. If you have a quote from any competitor, and would like a second quote for comparison, please contact us, we would be happy to try to earn your business.

Packaging discounts are available to customers renting a variety of equipment. Please contact us for a quote on your needs.

Requirements For Renting

All rentals will be COD for customers who do not have previously approved credit terms with VidCom. We accept company cheques with valid ID, certified cheques, major credit cards and debit card. To arrange credit terms with us, please contact us.

Proof of insurance will be required for all rentals. We will require an Insurance Certificate listing VidCom Communications Ltd. as the "Beneficiary" or "Loss Payee" or "Additional Insured". If you cannot obtain this through your own insurance company, we can provide you contact information for companies that specialize in selling production rental insurance on a per-rental basis. For short-term lower value rentals, a credit card pre-authorization hold can be used to insure the replacement value of the equipment. Any damage outside of "normal wear and tear" will be discussed with and billed to the Renter.

All other requirements are listed on our website at http://vidcom.ca/files/VidCom-Rental-Requirements.pdf

All rentals will be subject to the terms and conditions of the Rental Agreement to be signed prior to the commencement of the rental period.

Pick-up, Local Delivery and Long Distance Shipping

Pickup is available at our Vancouver, BC office during normal business hours. Local delivery to customers in the Greater Vancouver area can be arranged by local courier; VidCom will include courier delivery on your invoice. Delivery by VidCom staff within the Greater Vancouver area can also be arranged, and may be subject to a delivery fee. Shipping to other locations can be arranged by VidCom at the customer's expense. A shipping and handling fee will be added to your invoice. All customers duties, brokerage and shipping insurance are the responsibility of the Renter.

Rental Period

Our standard pickup time is between 2:00 and 4:00 pm on the date agreed upon for the rental. Upon pickup or staff delivery, the Renter or an authorized agent will be required to sign the Rental Agreement if this has not been done in advance of the pickup. The individual picking up or receiving the equipment may be required to produce valid government-issued photo identification, which may be photocopied or photographed by VidCom. Rentals being shipped by courier will require the Rental Agreement to be signed and returned in advance of the rental period.

Our standard return time is by 10:00 am on the date agreed upon for the rental. Any changes to the standard pickup and return times must be approved by VidCom in advance. Late returns will be subject to a penalty fee, which is normally our full daily rate for the equipment rented.

Technical Support

VidCom will make all reasonable efforts to ensure that equipment is in normal working order before a rental commences. It is the Renter's responsibility to know and understand the equipment they are renting, to know and understand how to integrate it with other equipment being used, and to provide adequate time between their rental pickup and their actual production time to test the equipment properly. VidCom cannot be held responsible for any losses incurred to the Renter for the use, misuse or malfunction of the rental equipment.

VidCom can provide customer training in advance of a rental period, on-site installation and on-site training. These services are each available for an additional fee, please contact us to arrange in advance of your rental period.

Technical support via telephone or email is available during normal business hours (8:30 am to 5:00 pm Pacific Standard Time) Monday to Friday except statutory holidays. Emergency after-hours support is available by email to your sales rep. VidCom makes no guarantee of response time to after-hours support requests but will make reasonable efforts to assist you.